

RECEIVED
CENTRAL FAX CENTER

005

OCT 28 2004 PATENT
Atty. Dkt. No. (2000-0453)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:
Koptiw Jr. et al.

Serial No.: 09/912,974

Confirmation No.: 6541

Filed: July 25, 2001

**For: SERVICE INTERACTION
MEDIA IN AN
INTELLIGENT NETWORK
ENVIRONMENT**


Group Art Unit: 2642

Examiner: Marie C Ubiles

MAIL STOP AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

CERTIFICATE OF TRANSMISSION
37 CFR 1.8

I hereby certify that this correspondence is being transmitted by facsimile to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on October 28, 2004, Facsimile No. (703) 872-9306.

10/28/04 Date  Signature

Dear Sir:

RESPONSE TO OFFICE ACTION DATED JULY 28, 2004

In response to the Office Action dated July 28, 2004, having a shortened statutory period for response set to expire on October 28, 2004, please enter this response and reconsider the claims pending in the application for reasons discussed below.